

**REMARKS**

This Application has been carefully reviewed in light of the Final Office Action mailed November 5, 2004. At the time of the Final Office Action, Claims 1-15 were pending in this Application. Claims 1-15 were rejected. Applicants amend Claims 1, 6 and 11 and respectfully request reconsideration and favorable action in this case.

**Rejections under 35 U.S.C. §102**

Claims 1-4, 6-9, and 11-14 stand rejected by the Examiner under 35 U.S.C. §102(e) as being anticipated by U.S. Patent 6,438,716 issued to Jeffrey Phillip Snover ("Snover"). Applicants respectfully traverse and submit that Snover does not disclose, teach or suggest every element recited in Claims 1-4, 6-9 and 11-14 and therefore cannot anticipate the present invention.

Specifically, Independent Claims 1, 6, and 11 each specifically recite relating event to frequently asked question (FAQ) files that included both failed FAQs and passed FAQs. Applicants respectfully submit that Snover, in addition to not providing any teaching, disclosure or suggestion relating to FAQ files, the error responses provided by Snover are intrinsically related to failure error (and thus do not provide any responses that may be viewed as "passed FAQs.")

Additionally, Examiner has argued that the error messages of Snover read on the FAQ files of the present invention. According to Examiner's definition, an FAQ is a "document listing common questions and answers on a particular subject." Applicant's submit that the error response database is not a listing of common questions and answers on a particular subject but is instead a listing of responses provided for specific error codes.

Applicants request reconsideration and withdrawal of the §102 rejection to Claims 1-4, 6-9, and 11-14.

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PATENT APPLICATION  
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**Rejections under 35 U.S.C. §103**

Claims 5, 10, and 15 stand rejected under 35 U.S.C. §103(a) as being unpatentable over Snover in view of U.S. Patent 6,243,090 issued to Nagabhushan Rao Machiraju et al. ("Machiraju"). Applicants traverse and submit that Claims 5, 10, and 15 depend from Independent Claims that have been placed in condition for allowance. Applicants request reconsideration, withdrawal of the rejections under 35 U.S.C. §103(a) and full allowance of Claims 5, 10 and 15.

**CONCLUSION**

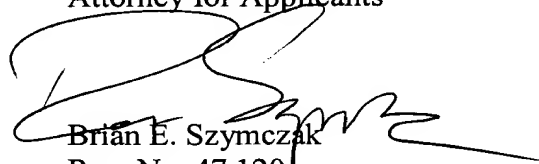
Applicants have now made an earnest effort to place this case in condition for allowance in light of the amendments and remarks set forth above. Applicants respectfully request reconsideration of Claims 1-15, as amended.

Applicants believe there are no fees due at this time, however, the Commissioner is hereby authorized to charge any fees to Deposit Account No. 02-0383 of Baker Botts L.L.P.

If there are any matters concerning this Application that may be cleared up in a telephone conversation, please contact Applicants' attorney at 512.322.2548.

Respectfully submitted,

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**SEND CORRESPONDENCE TO:**

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